

Responding to Direct Requests under the California Public Records Act Quick & Easy Guidelines

- Receive and date stamp the request. If request is made orally, ask the requestor to put it in writing (although not required by law, it makes it easier to respond to the request) and advise him/her that they will receive a response within 10 days of the date of the request. *(Note: the ten day timetable to respond begins when the City receives the request regardless if it was sent to the proper department.)*
- Immediately forward the request to your Department Director and/or Public Records Act (PRA) Liaison.
- Immediately forward (electronically) the request to Citywide Business and Grants Administration Department and City Attorney liaison to your department.
- If the information requested is not your department's responsibility, please note this when forwarding to Citywide Business and Grants Administration. Administration will ensure the appropriate Department receives the request.
- Department Director or PRA Liaison:

Step 1 - Separate the simple from the unusual or complex

Simple Requests – go to Step 3

Complex or Unusual – Consult with your Department's City Attorney
Liaison – go to Step 2

Step 2 – Inform the requestor promptly (no later than 10 days of request) of problems with the request (i.e. need clarification, request needs to be narrowed, need additional time to gather information, etc.) – go to Step 3

Step 3 – Retrieve, Review, Respond

retrieve the records, review the records with your Department's City Attorney Liaison (to determine if any type exemptions apply – i.e. personnel records, would cause harm to the public interest, etc.), organize the responsive documents – go to Step 4

Step 4 – Notify requestor that documents are available for review and schedule a time for review during City work hours (8:00am-5:00pm) Provide copies, if requested at the statutory rate of \$.25 per page – go to Step 5

Step 5 – Forward a copy of responsive documents to Citywide Business and Grants Administration.

If you have any questions at any time during this process, please contact your Department Director or Debra Fischle-Faulk, Citywide Business and Grants Administration at X36387.